

REQUEST FOR PROPOSAL (RFP) FOR
“Selection of Agency for providing Training for E-Office
Implementation in the state of Uttar Pradesh”

E-Tender Portal: <https://etender.up.nic.in>
E-Bid Reference no: **UPLC/e-off/TA/2018**
E-Bid Processing Fee: **5,000 /- (Non-Refundable)**
EMD: **Three lakhs only (Refundable)**
Place of Opening eBids: UP Electronics Corporation Ltd
10, Ashok Marg, Lucknow-226 001

BIDDING SCHEDULE			
S N	Particulars	Date	Time
1	Date of Publishing of RFP	03 rd May 2018	At 18:55 Hours
2	Downloading RFP on Portal	03 rd May 2018	From 18:55 Hours
3	Pre-bid Meeting	11 th May 2018	At 13:00 Hours
4	eBid Submission Start Date	03 rd May 2018	From 18:55 Hours
5	eBid Submission End Date	24 th May 2018	16:00 Hours on e-portal
6	Opening of Technical eBid	25 th May 2018	At 12:00 Hours or later
7	Opening of Financial eBids	To be informed later on E-tender portal	

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E-BID NOTICE

REQUEST FOR PROPOSAL (RFP) FOR “Selection of Agency for providing Training for E-Office Implementation in the state of Uttar Pradesh”

(eBid Reference no.: UPLC/e-off/TA/2018)

Online eBids are invited from Training Agencies, for “**Selection of Agency for providing Training for E-Office Implementation in the state of Uttar Pradesh**” From 18:55 Hours of 03rd May 2018 up to 16:00 Hours of 24th May 2018. The eBids shall be opened on 25th May 2018 at 12:00 Hours or later. The details of submission of eBids are available in the RFP document uploaded on the eTender Portal <http://etender.up.nic.in> and the Corporation’s website www.uplc.in. The Corporation reserves the right to cancel any or all the eBids or annul the Bidding process without assigning any reason thereof.

Managing Director,
U.P. Electronics Corporation Limited (UPLC)
10, Ashok Marg, Lucknow-226 001

REQUEST FOR PROPOSAL (RFP) FOR “Selection of Agency for providing Training for E-Office Implementation in the state of Uttar Pradesh”

U.P. Electronics Corporation Ltd (UPLC) is the nodal agency appointed by the Government of Uttar Pradesh to provide Consulting services to all the Departments of Uttar Pradesh.

SERVICES BEING PROVIDED BY THE UPLC:

- (i) To Provide IT Consultancy to various Departments, Organisations, Institutions of State Government of Uttar Pradesh.
- (ii) To provide services as ‘System Integrator’ to various Departments, Organisations, Institutions of State Government of Uttar Pradesh
- (iii) To Provide Hardware Solutions with Installation, Commissioning and Warranty (ICW) to meet out the requirement of various Departments, Organisations, Institutions of State Government of Uttar Pradesh.
- (iv) To Provide Software Solutions to cater to the requirement of various Departments, Organisations, Institutions of State Government of Uttar Pradesh.
- (v) To Provide IT & ITES Solution on a turnkey basis suitable for end-to-end or partial functioning of various Departments, Organisations, and Institutions of State Government of Uttar Pradesh.
- (vi) To provide Computer Education and Training to the officials of various Departments, Organisations, Institutions of State Government of Uttar Pradesh.

SECTION I: LETTER OF INVITATION

1. Through this Request for Proposal (RFP), it is intended to invite e-Bids for **“Selection of Agency for providing Training for E-Office Implementation in the state of Uttar Pradesh”**
2. Bidders are advised to study the eBid document carefully.
3. Submission of e-Bids against this tender shall be deemed to have been done after careful study and examination of the procedures, terms and conditions of the eBid document with full understanding and its implications.
4. The Corporation may, at its own discretion, extend the date for submission of eBids. In such case all the rights and obligations of the Corporation and Bidders previously subject to the deadline will thereafter be subject to the deadline as extended.
5. The eBid document is available on eTender portal <https://etender.up.nic.in> and also on UPLC's website www.uplc.in. Interested Bidders may view, download the eBid document, seek clarification and submit their eBids online only on eTender portal <https://etender.up.nic.in>, up to the date and time mentioned in the table below:

e-Bid Reference No.	<i>UPLC/e-off/TA/2018</i>
Tender processing fee	<i>INR Five Thousand only In the form of DD in favour of UP Electronics Corporation Ltd. Lucknow payable at Lucknow</i>
EMD	<i>INR Three lakhs only In the form of DD/BG in favour of UP Electronics Corporation Ltd. Lucknow payable at Lucknow</i>
Purpose	Request For Proposal (RFP) For “Selection of Agency for providing Training for E-Office Implementation in the state of Uttar Pradesh”
Date of Publication of e-Bid notice	03 rd May 2018 on e-Tender Portal
Last date for submission of e-Bids	24 th May 2018 up to 16:00 Hours
Site for Submission of e-Bids	https://etender.up.nic.in
e-Bid Inviting Officer	Managing Director
Pre-bid meeting	11 th May 2018 at 13:00 hours Venue: Board Room, U.P. Electronics Corporation Limited, 10, Ashok Marg, Lucknow
Date of Opening of Technical e-Bids	25 th May 2018 at 12:00 Hours or afterwards
Date of Opening of Financial e-Bids	To be informed later on E-tender portal
Venue of Opening of eBids	U.P. Electronics Corporation Limited (UPLC), 10, Ashok Marg, Lucknow-226 001
UPLC’s email addresses	uplclko@gmail.com or praveenuplc@gmail.com
Contact numbers	0522-2286808, 0522-2286809 , 0522- 4130303

Fax number

0522-2288583

6. UPLC reserves the right to cancel any or all the eBids or annul the eBid process without assigning any reason thereof.
7. Pre-bid query Format (Need to submit in word format only)

S.No	Section	Page no	Section heading	Clause	Query

8. The Bidders must upload all the required documents electronically in the PDF format except for the Financial Proposal Submission Form (BOQ) which will be electronically uploaded on the prescribed XLS format only on eTender portal <https://etender.up.nic.in>. It is suggested that the PDF Files should be made in gray scale using the minimum readable appropriate resolution so that the size of the files is minimized for fast uploading on the eTender portal <https://etender.up.nic.in>. The required electronic documents for each document label of Technical (Fee details, Annexure etc) schedules/packets can be clubbed together to make single different files for each label. The size of Single label file should not exceed 20-25 MB size.

SECTION II: INSTRUCTIONS TO BIDDERS (ITB)

1. DEFINITIONS

In this Contract, the following terms shall be interpreted:

- 1 "Purchaser" or "Department" means the Purchaser with which the selected Bidder signs the Contract for the service. In this Project, the purchaser is "UPLC" which means U.P. Electronics Corporation Limited (UPLC), 10, Ashok Marg, Lucknow-226 001
- 2 "The Agency" means the Bidder providing training services.
- 3 "e-Bid" means the Technical proposal and the financial proposal.
- 4 "Instructions to Bidders" means the document which provides interested Bidders with all information needed to prepare their Bids. This document also details out the process for the selection of the Training Agency for the work mentioned in this tender document.
- 5 "Scope of work" (SOW) means Scope of work mentioned in "Section III: Scope of Work (SoW) and Terms of Reference (ToR)" of the RFP which explains the objectives, Scope of work, activities, tasks to be performed, and expected results and deliverables of the assignment, respective responsibilities of the Purchaser and the Bidder.
- 6 "The Contract" means the agreement entered into between UPLC and the Agency, as recorded in the Contract Form signed by the parties, including all the attachments and appendices thereto and all documents incorporated by reference therein;
- 7 "Services" means the Consultancy services / Project Management Services and other obligations of the Training Agency covered under the Contract;
- 8 "Day" means a calendar day.
- 9 "Department" means IT & Electronics Department, Government of Uttar Pradesh.

2. THE BIDDING DOCUMENT

1. Availability of eTender Document

This eTender document is available on the eTender portal <https://etender.up.nic.in> and UPLC's website www.uplc.in to enable the Bidders to view and download the Bidding document, submit their eBids online up to the last date and time mentioned in eTender document only on eTender portal <https://etender.up.nic.in>.

2. Contents of eTender Document

The nature and types of various consultancy services required, Bidding procedure, terms and conditions etc. are prescribed in the eBid document. The eBid document includes:

- SECTION-I : LETTER OF INVITATION
- SECTION-II : INSTRUCTIONS TO BIDDERS (ITB)
- SECTION-III : SCOPE OF WORK (SOW)
- SECTION-IV : BIDDER'S ELIGIBILITY CRITERIA & METHOD OF SELECTION, EVALUATION PROCESS
- SECTION V : STANDARD TERMS AND CONDITIONS
- SECTION VI : TECHNICAL PROPOSAL SUBMISSION FORM (Annexure I-III)

- Covering Letter for Proposal Submission Form (Annexure IV)
- Financial Proposal Submission Form (BOQ) (Annexure V)
- Format of Proforma of Bank Guarantee towards Performance Security (Annexure VI)
- Format of Agreement (Annexure VII)
- Modules and Topics of e-Office Training (Annexure VIII)

The Bidders are expected to examine all the instructions, forms, terms and conditions, requirements and qualifications in the eTender documents. Failure to furnish all the information required as per the Bidding documents or submission of an eBid not responsive to the eTender document in every respect will be at the Bidder's risk and may result in the rejection of his eBid.

3. Clarifications of eTender Documents

A prospective Bidder requiring any clarification of the eTender documents may raise his point of clarification to UPLC's e-mail uplclko@gmail.com or praveenuplc@gmail.com in the prescribed format mentioned in Section I S No. 7.

4. Amendment of eTender Document

At any time prior to the deadline for submission of eBids, the UPLC may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the eTender document by amendments. Such amendments shall be posted/ uploaded on the eTender portal <https://etender.up.nic.in> through corrigendum and shall form an integral part of the eBid documents. The relevant clauses of the eTender documents shall be treated as amended accordingly, in terms of corrigendum(s).

It shall be the sole responsibility of the prospective Bidders to check the eTender portal <https://etender.up.nic.in> and www.uplc.in from time to time for any amendment in the eBid document. In case of failure to get the amendments, if any, the UPLC shall not be responsible for any negligence on part of the Bidder.

In order to allow prospective Bidders a reasonable time to take the amendment into account in preparing their eBids, UPLC at its discretion, may extend the deadline for the submission of eBids. Such extensions shall be posted/up-loaded on the eTender portal <https://etender.up.nic.in>.

3. PREPARATION & SUBMISSION OF eBIDS

1. Documents Constituting the eBid

The eBids prepared by the Bidder shall comprise the following components: eBids will comprise of:

- a) Technical Proposal (Annexure I – Annexure IV)
- b) Financial Proposal (Annexure V)

2. Documents Establishing Bidder's Qualification

The **Bidder** shall furnish, as part of **Technical Proposal** (Annexure I – Annexure IV), documents establishing the Technical qualification to perform the Contract. The Bidder electronically in the PDF format should submit the documentary evidence in support of the information furnished. The Bidder's eligibility criteria and selection procedure are defined in **Section-IV** of eTender document.

It is suggested that the PDF files should be made in gray scale using the minimum readable appropriate resolution so that the size of the files is minimized for fast uploading on the eBid portal.

3. Period of Validity of eBids

e-Bids shall remain valid for 180 days after the date of opening of eBids prescribed by the UPLC. The eBid validity may be increased by UPLC only upon written request by the Bidders. An eBid with validity of a shorter period than specified shall be rejected by the UPLC as non-responsive.

4. Format and Signing of eBids

The Bidder shall prepare the electronic copy for the eBids (in pdf format) and upload the eBids on eTender Portal <https://etender.up.nic.in> through the bidder's Digital Signature Certificate (DSC).

The bidder needs to attach Power of Attorney authorizing the signatory to sign the Bid document/proposal

5. Submission of eBids

The Bidders should submit their bids online only in the Submission module of eTender Portal <https://etender.up.nic.in>. The Bids shall be submitted only from the Bid Submission Start Date till the Bid Submission End Date and time given in the eTender Portal <https://etender.up.nic.in>. Therefore, Bidders are advised to submit the eBids well advance in time.

The proposal and all correspondence and documents shall be written in English. In case of accompanying literature or brochures etc. being in a language other than English, a certified translation should accompany the documents as a part of the RFP. All proposals and accompanying documentation will become the property of UPLC and will not be returned. The bidders should submit their eBid considering the Server time displayed on the eTender Portal <https://etender.up.nic.in>. This server time is the time by which the eBid submission activity will be allowed till the permissible time on the last/end date of submission of eBids indicated in the e-tender schedule.

Once the eBid submission date and time is over, the bidders cannot submit their eBid. The bidders shall only be held responsible for any delay and whatsoever reason in submission of eBid.

UPLC may, at its discretion extend this deadline for submission or opening of eBid by amending the eBid document, in which case all rights and obligations of the Corporation

and bidders previously subject to the deadline will thereafter be subject to the deadline as extended.

The procedure for submission of eBids by the bidders on eTender Portal <https://etender.up.nic.in> is already available on the eTender Portal (<https://etender.up.nic.in>) and also on UPLC's website www.uplc.in.

The Bidders have to follow the following instructions for submission of their eBids:

For participating in eTender through the eBidding system, it is necessary for the Bidders to be the registered users of the eTender portal <https://etender.up.nic.in>.

In addition to the normal registration, the Bidder has to register with his/her Digital Signature Certificate (DSC) in the eBidding system and subsequently he/she will be allowed to carry out his/her eBids submission activities. Registering the Digital Signature Certificate (DSC) is a onetime activity till its validity. Before proceeding to register his/her DSC, the Bidder should first log on to the eBidding system using the User Login option on the home page with the Login Id and Password with which he/ she has registered as enumerated in the preceding paragraph above.

For successful registration of DSC on e-Procurement portal <https://etender.up.nic.in> the Bidder must ensure that he/she should possess Class-2/ Class-3 DSC issued by any one of certifying authorities approved by Controller of Certifying Authorities, State government of India. The Bidder may also apply to office of U.P. Electronics Corporation Limited, (UPLC) for getting DSC at the address given in the preceding paragraph above on a prescribed form available at UPLC's website www.uplc.in along with the payment of fee of Rs 1708/- per person, The Bidder is also advised to register his/her DSC on eTender portal well in advance before Bid submission end date so that he/she should not face any difficulties while submitting his/her eBid against this eTender. The Bidder can perform User Login registration/creation and DSC registration exercise as described in preceding paragraphs above even before eBid submission date starts. The UPLC shall not be held responsible if the Bidder tries to submit his/her eBids at the last moment before end date of submission but could not submit due to DSC registration or any other technical problems.

The Bidder can search for active Bids through "Search Active Bids" link, select a Bid in which he/she is interested in and then move it to 'My Bids' folder using the options available in the eBid Submission menu. After selecting and viewing the Bid, for which the Bidder intends to eBid, from "My Bids" folder, the Bidder can place his/her Bid by clicking "Pay Offline" option available at the end of the view Bid details form. Before this, the Bidder should download the Bid document and study hem carefully. The Bidder should keep all the documents ready as per the requirements of eBid document in the PDF format.

After clicking the 'Pay Offline' option, the Bidder will be redirected to the Terms and Conditions page. The Bidder should read the Terms & Conditions before proceeding to fill in the Processing Fee offline payment details. After entering and saving the Processing fee details, the Bidder should click "Encrypt & Upload" option given in the offline payment details form so that "Bid Document Preparation and Submission"

window appears to upload the required documents Technical Proposal Submission Form etc (Annexure "I" to Annexure "IV") of this eBid (RFP) document. The details of the Demand Draft or any other accepted instrument which is to be physically sent in original before Bid submission and date and time, should tally with the details available in the scanned copy and the data entered during eBid submission time otherwise the eBid submitted will not be accepted.

Before uploading, the Bidder has to select the relevant Digital Signature Certificate. He may be prompted to enter the Digital Signature Certificate password, if necessary. For uploading, the Bidder should click "Browse" button against each document label in Technical schedules/packets and then upload the relevant PDF files already prepared and stored in the Bidder's computer. The required documents for each document label of Technical. Schedules/packets can be clubbed together to make single different files for each label.

The Bidder should click "Encrypt" next for successfully encrypting and uploading of required documents. During the above process, the Bid documents are digitally signed using the DSC of the Bidder and then the documents are encrypted/locked electronically with the DSC's of the Bid openers to ensure that the Bid documents are protected, stored and opened by concerned Bid openers only.

After successful submission of eBids, a page giving the summary of eBid submission will be displayed confirming end of eBid submission process. The Bidder can take a printout of the Bid summary using the "Print" option available in the window as an acknowledgement for future reference.

6. Deadline for Submission of eBids

e-Bids must be submitted by the Bidders on eTender portal <https://etender.up.nic.in>, not later than the date and time specified in this eTender document.

The UPLC may extend this deadline for submission of eBids by amending the eTender document in accordance with ITB Clause 4, in which case all rights and obligations of the UPLC and Bidders previously subject to the deadline will thereafter be subject to the deadline as extended.

UPLC shall not consider any request for date-extension for eBid-submission on account of late downloading of eTender (RFP) by any prospective Bidder. e-Bids should be uploaded on eTender portal <https://etender.up.nic.in> on or before the date and time as mentioned in Section I.

7. Late e-Bids

The server time indicated in the Bid Management window on the eTender portal <https://etender.up.nic.in> will be the time by which the eBids submission activity will be allowed till the permissible date and time scheduled in the eTender. Once the eBids submission date and time is over, the Bidder cannot submit his/her Bid. Bidder has to start the eBid Submission well in advance so that the submission process passes off smoothly. The Bidder only, will be held responsible if his/her eBids are not submitted in time due to any reasons.

8. Withdrawal and Resubmission of eBids

At any point of time, a Bidder can withdraw his/her eBids submitted online before the eBids submission end date and time. For withdrawing, the Bidder should first log in using his/ her Login Id and Password and subsequently by his/ her Digital Signature Certificate on the e-procurement portal <https://etender.up.nic.in>. The Bidder should then select "My Bids" option in the Bid Submission menu. The page listing all the Bids submitted by the Bidder will be displayed. Click "View" to see the details of the Bid to be withdrawn. After selecting the "Bid Withdrawal" option, the Bidder has to click "Yes" to the message "Do you want to withdraw this Bid?" displayed in the Bid Information window for the selected Bid. The Bidder also has to enter the Bid Withdrawing reasons and upload the letter giving the reasons for withdrawing before clicking the "Submit" button. The Bidder has to confirm again by pressing "Ok" button before finally withdrawing his/her selected Bid. Once the Bidder has withdrawn his /her Bid he/she cannot re-submit this Bid again.

The Bidder can resubmit his/ her eBids as and when required till the Bid submission end date and time. The new one bid will replace the eBids submitted earlier. The payment made by the Bidder earlier will be used for revised eBids and the new Bid submission summary generated after the successful submission of the revised eBids will be considered for evaluation purposes. For resubmission, the Bidder should first log in using his/ her Login ID and Password and subsequently by his/ her Digital Signature Certificate on the eTender procurement portal <https://etender.up.nic.in>. The Bidder should then select "My Bids" option in the Bid Submission menu. The page listing all the Bids submitted by the Bidder will be displayed. Click "View" to see the details of the Bid to be resubmitted. After selecting the "Bid Resubmission" option, click "Encrypt & Upload" to upload the revised eBids documents by following the methodology provided in clause 9 (submission of eBids) above.

The Bidders can submit their revised Bids as many times as possible by uploading their eBids documents within the scheduled date & time for submission of eBids.

No eBids can be resubmitted subsequently after the deadline for submission of e-Bids.

9. Receipt and Opening of eBids by the Purchaser

Bidders are advised to submit their eBids in 'Two-Bid' system with Technical and Financial bids separately on eTender portal.

Please note that prices should not be quoted in the Technical Bid. The Prices should be quoted in the Financial Bid only. On receipt on eTender portal, the technical proposals will be opened first by Tender Evaluation Committee (TEC) members in the office of U.P. Electronics Corporation Ltd, Lucknow.

UPLC will open all eBids, in the presence of bidder's authorized representatives who choose to attend at UP Electronics Corporation Ltd, 10, Ashok Marg, Lucknow-226001 at date and time mentioned in Section I. The bidder's representatives who are present shall record their attendance on the attendance sheet. In the event of the specified date of eBid opening being declared a holiday for the Purchaser, the eBids shall be opened at the appointed time and place on the next working day.

The bidder's names & the presence and other details as the Purchaser at its discretion may consider appropriate, will be announced at the opening of the eBids. The names of such bidders not meeting the qualification requirement shall be notified subsequently.

After evaluation of technical eBids, UPLC shall notify those bidders whose eBids were considered non-responsive to the Conditions of the Contract and not meeting the Qualification Requirements indicating that they did not technically qualify for selection as Training Agency for the this project. UPLC will simultaneously notify on the eTender portal <https://etender.up.nic.in>, whose technical eBids were considered acceptable and have been shortlisted for opening of their financial eBids.

10. Cost of preparation of eBids to be borne by the Bidder

Cost of preparation of the eBids shall be borne by the bidder regardless of the outcome of the bids.

11. Notification of Award Notification to Bidder

Prior to the expiry of the Bid validity period, UPLC will notify the successful Bidder in writing or by fax or email, to be confirmed in writing by letter (LoI), that its proposal has been accepted. The notification of award will constitute the formation of the Agreement.

12. Signing of Agreement

At the same time as UPLC notifies the successful Bidder that its proposal has been accepted and UPLC shall enter into an Agreement with the successful Bidder against this assignment.

13. Failure to abide by the Agreement

Failure of the successful Bidder to agree with the Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in which event UPLC may forfeit the Performance Bank Guarantee and UPLC/Client Department may also take any other suitable actions against such bidder.

14. Bank Guarantee for Performance

The successful Bidder shall at his own expense may deposit with UPLC, within 15 (fifteen) days after the receipt of notification of award of the Contract (Letter of Intent) from UPLC, an unconditional and irrevocable **10% Performance Bank Guarantee (PBG)** from a Scheduled Bank acceptable to UPLC, payable on demand, for the due performance and fulfillment of the Agreement by the Bidder.

This Performance Guarantee shall be for an amount equivalent to 10% of Agreement value. All incidental charges whatsoever such as premium, commission etc. with respect to the Performance Guarantee shall be borne by the Bidder. **The Performance Guarantee shall be valid for six months post completion of the project satisfactorily.** Subject to the terms and conditions in the performance Bank Guarantee, at the end of three months, the Performance Bank Guarantee may be discharged/ returned by UPLC upon being satisfied that there has been due performance of obligations of the Bidder under the Agreement. However, no interest shall be payable on Performance Guarantee.

SECTION III: TERMS OF REFERENCE (TOR) AND SCOPE OF WORK (SOW)

1. Background:

UP Government is planning through UPLC putting great emphasis on improving productivity and its internal processes, increased transparency in the decision making and bring in citizen participation as part of the inclusive governance in the state. Governance processes are based around creation of files, noting in the file, decision at various levels, and finally issuing decisions as letters and notifications. Any request to the Government goes through an elaborate processing of different stages called workflow. Most of these processes are handled in the form of files which move forward and backward for decisions. An automation of these files can play a very crucial role both in improving the efficiency of decision making and also in building transparency in governance. To meet the objective UP government proposes to introduce e-Office and provide training to the stake holders for using the e-office. E-Office is a digital workplace solution.

E-Office paves way for an efficient and Open Government with a suite of products to go paperless and streamline workflows for both intra- and inter-government processes.

2. Scope of Work

- The Selected bidder shall provide E-Office training in 75 Districts and all HOD Offices at state which includes -
 - Conduct Training for minimum of 20 participants per batch in 75 districts. The number of batches will be based on the number participants in each district.
 - Conduct Training for minimum of 20 participants per batch in HOD Offices in Lucknow.
 - Provide Reference material to each participant.
 - Provide 1 note pad and 1 pen to each participant.
 - Conduct Assessment for participant and provide participation certificates to the participants.
 - Interact with UP Government SPOC for scheduling of the training, list of participants, upkeep of Lab requirements/Facility
 - To provide Floor support to the participants of the e-office training
 - Successful bidder – to provide one full – time Faculty Trainer and one full time Assistant Faculty Trainer at each of the 75 District to handle e-office training as per syllabus mentioned in this RFP.
- The Minimum qualification of instructor shall be basic graduation with Diploma in computer application / BCA/ BSc (Computer Science) or higher from reputed and recognized institutions and minimum 2 years training experience.
 - Successful bidder to provide Manpower as per Project Management structure mentioned below

Project Management Structure

- The Bidder should provide a Project Manager to handle the entire project in Uttar Pradesh. The Project Manager should be responsible to all communications and reports to the Government on an ongoing basis and for the successful running of the project.

- To provide required Helpdesk executives to handle post training support to officials for maximum of 6 months post training completion
- Bidder should have an office at Lucknow and bidder who do not have office in Lucknow need to open an office in Lucknow if they become successful bidders.

Training of Officials from Government

- The successful bidder is required to impart training to the participants as per schedule at the district facility
- This training should be for a period of 1½ days for 8 hours each day for each batch of 20 participants. The successful bidder is also required to develop and supply the course books (training reference material / courseware) materials for the participants to be trained.
- Certificate of participation to be provided to all the participants trained by the bidder.

Training on e-office to participants

- Faculty Trainer to conduct e-Office training in demonstration mode with practical classes to all the participants as per modules listed.
- Assistant Faculty Trainer to provide Computer Lab support to the participants
- Classes are to be conducted as per schedule agreed with the SPOC of Government.

MIS Reports and Attendance

The successful bidder shall provide the MIS reports of service rendered in the districts in format required by the UPLC/GoUP on a weekly basis. Attendance of the participants from each district to be collected for the training rendered counter signed by District SPOC

Specifications for e-Office training for officials of UP Government

1 Scope of the training

Number of Districts	75
Number of Participants	60000 (Approx)
Variation in numbers	+/- 20%
Number of Faculty Trainer	1 per Training center at the District
Number of Assistant Faculty Trainer	1 per Training center at the District
Certification	Provide participation certificate for each participant

Course material	Provide a reference booklet on the e-office training
Duration of the training	1½ days per batch of 20 participants
Completion of the training	2 months (approx.)
Venue of Training	IT Labs in each Districts in Uttar Pradesh or as specified by UPLC at the time of signing of the contract

2 e-Offices Training to Officials

e-Office training	Faculty trainer will handle the training as per the syllabus for the government officials on a demonstration mode. Assistant faculty trainer will administer support in providing practical classes / Hands on sessions to participants to use the learning in their domain of work
Course material	e-Office reference booklet to be provided to each participant to support their learning and future reference
Assessment & Certification	Faculty trainer will conduct assessment for each participant to test the understanding of the e-office usage. Participation certificate to be provided to each participant. The certificate will be a joint certificate with names of the UP Government and Successful Bidder.
e-office modules	List provided in Annexure
Duration	1 ½ days per batch of 20 participants

3 Project Monitoring & Management Manpower

Project Manager	1 Project Manager to monitor the training and provide periodic reports on the progress of the project
Help Desk Official at State Capital	To provide post training support to the officials through online, email, Phone or onsite
Faculty Trainer & Assistant Faculty Trainer	Faculty and Assistant Faculty Trainer to handle Computer Education to officials.

4 Hardware & Software to be provided by UP Government at each District Lab Details given in Annexure A

Maintenance of the HW and Software will be the responsibility of the Government

5 Networking & Internet

- Computers to be networked through LAN by the Government.
- Broadband internet will be provided by the Government

6 Responsibility of UPLC

1. Provide Classrooms to seat minimum of 20 participants and Computer Lab with adequate number of computers in each district required hardware and software for the education services as per syllabus.
2. Provision and Maintenance of the hardware and software.
3. Computers to be provided with LAN and Internet.
4. Robust Internet to be provided to each District facility.
5. List of participants in each district facility in batches of 20 participants.
6. List of participants in each HoD office
7. Provide one SPOC (Single point of contact) to interact with the project implementing agency regarding project execution and planning. SPOC at State capital and at individual District level to be provided.
8. Communication to all participants on the schedule of the training.
9. TA/DA (Travel Allowance, Daily allowance) for the participants attending the training.
10. Ensuring that the participants attending as per schedule.

3. Project Timeframe, Deliverable and Payment:

Table A: Payment Milestone

S. no	Payment Milestone	% of contract value
1.	Project plan to be submitted within 10 days of signing of contract	10%
2.	Completion of Training of 25% candidates in each District and each HOD Office	25%
3.	Completion of Training of 50% candidates in each District and each HOD Office	25%
4.	Completion of Training of 75% candidates in each District and each HOD Office	10%
5.	Completion of Training of 100% candidates in each District and each HOD Office	10%
6.	Certification to all successful candidates appeared in training and signing off.	20%

Note: The financial quote shall take into account all expenses and tax liability including GST etc. The financial quote should include all remuneration for Agency personnel including travel, Lodging and Boarding.

Table B: Timelines

S. No	DAYS	Activity	Remarks
1.	T+0	Project Kick off	Agreement signing between UPLC & Successful bidder.
2.	T+10	Project Plan submission	Agency to submit the Training plan, schedules
3.	T+15	Deployment of required Manpower at Districts & HoD offices for training	UPLC/GoUP to make the District facility ready, identify the SPOC at District and State level.
4.	T+75	Completion of Training	Technical Training to the participants
5.	T+ 90	Sign off	Certification & sign off

Table C: Penalty

S.No	Parameters	Penalty
1	Implementation of Project: Delay in implementation	<ul style="list-style-type: none"> Delay <= 10 days in between S. no 3 to S. no 4 Table B: Timelines. A penalty of 2% of the contract value per week will be levied. Delay > 45 days the department has option to cancel the contract and forfeit the PBG

SECTION IV: BIDDER'S ELIGIBILITY CRITERIA & METHOD OF SELECTION, EVALUATION PROCESS

- a) Bid should comprise of following sections:
1. Technical Bid
 2. Financial Bid
- b) Both the bids must be submitted separately on e-tender portal <http://etender.up.nic.in>. Prices should not be quoted in the Technical Bid. The prices should be quoted in the Financial Bid only.

1. Evaluation of Technical Bids: -

- Constitution of Tender Evaluation Committee (TEC)
 - The evaluation of the e-bids shall be carried out by Tender Evaluation Committee (TEC), which shall be constituted by UP Electronics Corporation Limited. The TEC will evaluate the tenders in two stages i.e. Technical & Financial.
- Technical bids should be analyzed and evaluated by a Tender Evaluation Committee (TEC).
 Technical bids in the following conditions will be summarily rejected as being non responsive
 - Technical bids unsigned and incomplete, not responding to the TOR fully and properly and those with lesser validity than that prescribed in the RFP.

The Tender Evaluation Committee (TEC) shall evaluate the e-Bids for short listing, inter alia based on their past experience of handing similar type of projects, strength of their manpower and financial strength as detailed here under:

Eligibility Criteria

S. no	Parameters	Supporting Documents
1.	The bidder should be a company which is registered under Companies Act/Partnership Act/ LLP Act and have operation in India for the last three financial years. (2015-16, 2016-17, 2017-18).	<ul style="list-style-type: none"> • Certificate of incorporation • Memorandum of Association • Articles of Association • Invoice copy eliciting the operation
2.	The bidder should have average annual turnover of more than Rs. 1 Crores in IT/ITES related training in the last three financial years in India. (2015-16, 2016-17, 2017-18)	<ul style="list-style-type: none"> • Audited Profit & loss statement • Balance Sheet • Statutory Auditor Certificate/CA/ certificat

S. no	Parameters	Supporting Documents
3.	The Bidder should not be blacklisted by the Government of Uttar Pradesh or any of its agencies for any reasons whatsoever and the bidder should not be blacklisted by Central / any other State/UT Government or its agencies or any multilateral agencies for indulging in corrupt or fraudulent practices or for indulging in unfair trade practices as on the bid submission due date. Bids of those Bidders against whom any Criminal Case is pending before Court of Competent Jurisdiction or who have been convicted by Court of Competent Jurisdiction shall not be considered.	<ul style="list-style-type: none"> Undertaking from Authorised Signatory
4.	The bidder or wholly owned subsidiary should have experience of training of aggregate 50,000 candidates in India in the last 3 years.	<ul style="list-style-type: none"> Copy of Work Order / LOA / LOI / Client Certificate /Agreement / Completion Certificate Relevant proof of association as wholly owned subsidiary
5.	The Bidder or wholly owned subsidiary should have done Training with respect to IT/ITES Application roll out and Project adoption experience in at least 3 projects in India.	<ul style="list-style-type: none"> Copy of Work Order / LOA / LOI / Client Certificate /Agreement / Completion Certificate Relevant proof of association as wholly owned subsidiary/
6.	The bidder or wholly owned subsidiary should have experience of training of aggregate 10,000 candidates for any state/central Govt. in India in the last 3 years.	<ul style="list-style-type: none"> Copy of Work Order / LOA / LOI / Client Certificate /Agreement / Completion Certificate Relevant proof of association as wholly owned subsidiary
7.	The Bidder should have a trainer pool of more than 75 trainers / teaching faculty member on rolls.	<ul style="list-style-type: none"> HR certificate countersigned by Authorised Signatory
8.	The bidder should have at least one office within the state of Uttar Pradesh or open a Project office if awarded with the contract.	<ul style="list-style-type: none"> Office Address proof or Undertaking for opening the Project office
9.	The Bidder should have GSTIND	<ul style="list-style-type: none"> Copy
10.	The bidder should have submitted EMD & Tender fee	<ul style="list-style-type: none"> Original
11.	The bidder must bid for the implementation of the training in all 75 Districts & HoD offices	<ul style="list-style-type: none"> Undertaking from Authorised signatory

Technical Criteria

The firms which will fulfill the above eligibility criteria would be eligible for the below evaluation of technical criteria. The process would consist of submitting of a technical bid and a financial bid. Both the bids would open as per the sequence & process mentioned in the RFP and will be evaluated by the tender evaluation committee. The procedure for technical evaluation and financial bid is described below.

S No	PARAMETERS	Max Score	Documents Required
1	<p>The average annual turnover in IT/ITES related training in the last three financial years in India. (2015-16, 2016-17, 2017-18) (in INR)</p> <p>1 Crores to 2 Crores = 5 Marks More than 2 Crores to 3 Crores = 10 Marks More than 3 Crores to 4 Crores = 15 Marks. More than 4 Crores to 5 Crores = 20 Marks. More than 5 Crores = 25 Marks</p>	25	<ul style="list-style-type: none"> Audited Profit & loss statement Balance Sheet Statutory Auditor Certificate/ CA certificate
2	<p>Pool of trainers / teaching faculty member on rolls.</p> <p>75 to 100 = 5 Marks 101 to 150 = 10 Marks More than 150 = 15 Marks</p>	15	<ul style="list-style-type: none"> Copy of Work Order / LOA / LOI / Client Certificate /Agreement / Completion Certificate
3	<p>Large scale project of training for any State Government / Central Government Agency for ICT (Information and Communication technology education) for aggregate candidates / participants in the last 3 years</p> <p>10,000 to 25,000 candidates = 5 Marks 25,001 to 50,000 candidates = 10 marks 50,001 to 75000 candidates = 15 Marks 75,001 to 1,00,000 candidates = 20 Marks 1,00,001 to 1,25,000 candidates = 25 Marks More than 1,25,000 candidates = 30 Marks</p>	30	<ul style="list-style-type: none"> Copy of Work Order / LOA / LOI / Client Certificate /Agreement / Completion Certificate
4	<p>Training with respect to IT/ITES Application roll out and Project adoption experience in India.</p> <p>Project Numbers: 3 to 5 = 5 Marks 6 to 10 = 10 Marks > 10 projects = 15 Marks</p>	15	<ul style="list-style-type: none"> Copy of Work Order / LOA / LOI / Client Certificate /Agreement / Completion Certificate

S No	PARAMETERS	Max Score	Documents Required
5	Presentation on the following: (3 Marks each) <ul style="list-style-type: none"> • e-office training methodology, • Project Monitoring • Assessment process & certification proposed for the UP Government • Demonstration of the technical solution in support to the e-office training solution like 'Video Tutorial', 'Assessment software' etc. • Work Plan 	15	Technical presentation
	Total Score	100	

The Minimum qualifying marks for opening of the financial bid is 60 Marks. Any Deviation in the credentials provided by the Bidder shall not be considered for evaluation.

2. Evaluation of Financial eBids

- The financial eBids shall be opened by TEC of the firms which scores more than **60 marks** in the Technical Evaluation criteria. The Bids shall be opened in presence of representative of the technically qualified Bidders who chooses to attend. The name of the Bidders and the proposed prices shall be read and recorded when the financial proposals are opened.
- The Bidders shall upload the Financials in the Financial bid section of the eTender portal. The total cost mentioned in the Financial bid shall be considered for evaluation. It is mandatory to furnish the cost against all the particulars failing which the proposal shall be liable to be rejected. A separate excel sheet of Financial bid format has also been published along with the RFP and shall have to be submitted on the eTender portal.
- If there are conditions attached to any financial eBids, which shall have bearing on the total cost, the Tender Evaluation Committee, will reject any such eBids as non-responsive financial proposal. However, if the TEC feels it necessary to seek clarifications on any financial proposals regarding Taxes, duties or any such matter, the TEC may do so by inviting responses in writing.
- The total cost will include all Taxes and duties for which the purchaser made payments to the bidder and other reimbursable expenses, such as Travel, Translation, report printing or expenses etc.

3. Award of Contract

In a particular case of selection of Training Agency, the bidder would be technically evaluated out of 100 marks. Bids receiving 60 marks and above would qualify for financial evaluation and the weightage of the technical bids and financial bids as 70:30. Proposals will finally be ranked according to their combined technical (T_b) and

financial (C_b) scores as follows :

$$B_b = (0.7)*T_b + (0.3)*(C_{min}/C_b*100)$$

Where,

B_b = overall combined score of bidder under consideration (calculated up to two decimal points)

T_b = Technical score of the bidder under consideration

C_b = Financial bid value of the bidder under consideration

C_{min} = Lowest financial bid value among the financial proposals under consideration

The bidder with the highest combined score will be First Ranked Bidder (H1).

The Selected bidder shall be the first ranked bidder (having the highest combined score).

As an example, the following procedure can be followed. In response to the RFP, 3 proposals, A, B & C were received. The technical evaluation committee awarded them 75, 80 and 90 marks respectively. The minimum qualifying marks were 75. All the 3 proposals were, therefore, found technically suitable and their financial proposals were opened after notifying the date and time of bid opening to the successful participants. The price evaluation committee examined the financial proposals and evaluated the quoted prices as under:

Proposal Evaluated cost

A Rs. 120.

B Rs. 100.

C Rs. 110.

Using the formula $LEC \times 100 / EC$, where LEC stands for lowest evaluated cost and EC stands for evaluated cost, the committee gave them the following points for financial proposals:

A: $100 \times 100 / 120 = 83$ points

B: $100 \times 100 / 100 = 100$ points

C: $100 \times 100 / 110 = 91$ points

In the combined evaluation, thereafter, the evaluation committee calculated the combined technical and financial score as under:

Proposal A : $75 \times 0.70 + 83 \times 0.30 = 77.4$ points

Proposal B : $80 \times 0.70 + 100 \times 0.30 = 86$ points

Proposal C : $90 \times 0.70 + 91 \times 0.30 = 90.3$ points

The three proposals in the combined technical and financial evaluation were ranked as under:

Proposal A: 77.4 points H3

Proposal B: 86 points H2

Proposal C: 90.3 points H1

Proposal C at the evaluated cost of Rs. 110 was, therefore, declared as winner and recommended for negotiations/approval, to the competent authority.

Based on the First Rank Bidder received in the tender, the proposal by UP Electronics Corporation Limited will be submitted to IT & Electronics Department for their approval of Training Agency as well as the financial proposal. After acceptance of the said proposal by the Client Department, the consultancy work will be awarded to the successful Training Agency

4. Negotiations

There shall be no negotiations on fee quoted in financial proposal after award of project to First Ranked Bidder.

5. Contract Agreement

The Successful Bidder shall execute an Agreement (Format of Agreement is given in Annexure-VII) on Rs 100/- Non-Judicial stamp paper in the name of the Bidder bought in Uttar Pradesh only, within one week from the date of Lol issued by UPLC.

6. Confidentiality

The selected Training Agency will treat as confidential all data and information about the purchaser obtained during the execution of its responsibilities, in strict confidence and will not reveal such information to any other party without prior written approval of the Purchaser.

SECTION V – STANDARD TERMS AND CONDITIONS

Without limitation on the generality of this rule, Training Agency shall not be permitted to perform themselves directly or indirectly in totality or in part, by any of its associated company/Firm/society or any entity with business interest, any of the subsequent implementation job concerned with the Project, for which the contract has been awarded to the Training Agency.

1. Application

The proposal offer should contain all the work envisaged under the scope of work, Key points mentioned under and those proposals giving only part of the work would be rejected. Detailed scope of work is mentioned in Section-III.

2. Conflict of Interest

The Training Agency shall not receive any remuneration in connection with the assignment except as provided in the contract. The Training Agency and its affiliates shall not engage in activities that conflict with the interest of the client under the contract and shall be excluded from downstream supply of goods or construction of works or purchase of any asset or provision of any other service related to the assignment other than a continuation of the Services” under the ongoing contract. The Training Agency should provide professional, objective and impartial advice and at all times hold the client’s interests paramount, without any consideration for future work, and that in providing advice they avoid conflicts with other assignments and their own corporate interests. Training Agency shall not be hired for any assignment that would be in conflict with their prior or current obligations to other clients, or that may place them in a position of being unable to carry out the assignment in the best interest of the Employer. Without limitation on the generality of the foregoing, Training Agency shall not be hired, under the circumstances set forth below:

- a. Conflict between Training Agency activities and procurement of goods, works or services: A Training Agency concern that has been engaged to provide goods, works, or services for a project, and each of its affiliates, shall be disqualified from providing services related to those goods, works or services. Conversely, a Training Agency concern hired to provide its services for the preparation or implementation of a project, and each of its affiliates, shall be disqualified from subsequently providing goods, works or services for such preparation or implementation.
- b. Conflict among Training Agency assignments: Neither Training Agency (including their personnel and sub-consultants) nor any of their affiliates shall be hired for any assignment that, by its nature, may be in conflict with another assignment of the Training Agency.
- c. Relationship with Employer's staff: Training Agency (including their personnel an sub-consultants) that have a business or family relationship with such member(s) of the Employees (UPLC) staff or with the staff of the project implementing agency, who are directly or indirectly involved in any part of ;
 - (i) The preparation of the TOR of the contract,
 - (ii) The selection process for such contract, or
 - (iii) Supervision of such contract; may not be awarded a contract unless it is established to the complete satisfaction of the employing authority, for the reason to be recorded in writing, that such relationship would not affect the aspects of fairness and transparency in the selection process and monitoring of Training Agency work.

3. Unfair Competitive Advantage

Fairness and transparency in the selection process require that Training Agency or their affiliates competing for a specific assignment do not derive a competitive advantage from having provided services related to the assignment in question. To that end, the request for proposals and all information would be made available to all short listed Training Agency together.

4. Disclaimer clause

The Employer or any of its officers, employees, contractors, agents or advisers, subject to any law to the contrary, shall not be liable for any loss or damage (whether foreseeable or not) suffered by any person acting on or refraining from acting because of any information including forecasts, statements, estimates, or projections contained in this RFP document or conduct ancillary to it whether or not the loss or damage arises in connection with any negligence, omission, default, lack of care or misrepresentation on the part of Employer or any of its officers, employees, contractors, agents or advisers.

5. Disclosure of Interests and Links

The Bidders should also disclose whether the Bidder Company or any of its associated company/firm/society or any entity with business interest have any association or link in any manner with the Tender Evaluation Committee members or its family members of his/hers, associated this RFP. The bids of such bidders will not be considered.

6. Standards of Performance.

The Training Agency shall perform the services and carry out its obligations under the contract with due diligence efficiency and economy in accordance with generally accepted professional standards and practices. The Training Agency shall always act in respect of any matter relating to this contract as faithful advisor to the UPLC/Client Department. The Training Agency shall always support and safeguard the legitimate interests of the UPLC/Client Department in any dealings with the third party. The Training Agency shall abide by all the provisions/Acts/Rules etc. of Information Technology prevalent in the country. The Training Agency shall conform to the standards laid down in the RFP in totality.

7. Training Agency Personnel

- a) The Training Agency shall deploy and provide such qualified and experienced personnel as may be required to perform the services under the requirement of project. There are specialized domains of e-Governance and it is desirable from the Training Agency to deploy the domain/subject specialists, from time to time, who have adequate experience in the domain related with the project. The deployed resources should be dedicated in nature.
- b) Without the consent of UPLC/Client Department. No changes shall be made in the resources deployed on the project. If, for any reason beyond the reasonable control of the Training Agency, as such retirement, resignation, death, Health incapacity, among others, it becomes necessary to replace any of the Key Personnel, the Training Agency shall provide as a replacement a person of equivalent or better qualifications, with approval from the UPLC/ Client

Department.

- c) Maximum number of replacements to be made in the team of resources deployed on the required project shall not exceed beyond 3 for one year of the contract signed between UPLC and Training Agency.
- d) Training Agency shall have no claim for additional costs arising out of or incidental to any removal and/or replacement of Personnel.
- e) If the UPLC requests to replace resource(s), then Training Agency shall be required to replace the resource(s) within 4 weeks from the date of request raised.

8. Applicable Law

Applicable Law means the laws and any other instrument having the force of law in India as may be issued and in force from time to time. The Contract shall be interpreted in accordance with the laws of the Union of India and the State of Uttar Pradesh.

9. Assignment and Subcontracting

- a) Training Agency shall not assign or transfer this contract or part thereof to any other party without written consent of the UPLC
- b) For the purpose of the liabilities under this Bid, the Bidder will be considered as a solely liable for delivery of all the components of the Bid and scope of work.

10. Intellectual Property Rights

No services covered under the Contract shall be sold or disposed by the Training Agency in violation of any right whatsoever of third party, and in particular, but without prejudice to the generality of the foregoing, of any patent right, trademark or similar right, or any charge mortgage or lien. The Training Agency shall be indemnify the UPLC/ Client Department from all actions, costs, claims, demands, expenses and liabilities, whatsoever, resulting from any actual or alleged infringement as aforesaid and at the expenses of the Training Agency, the UPLC/ Client shall be defended in the defense of such proceedings.

11. Governing Language

The Contract shall be written in English Language. All correspondences and other documents pertaining to the contract, which are exchanged between the parties, shall be written in the English/Hindi.

12. Payment Terms

Payment shall be released to the Training Agency as per the terms and conditions of the contract awarded to the concerned Training Agency by UPLC and review of the progress in project.

13. Taxes

The Bidder may be subject to all applicable taxes (such as GST) on amounts payable by the Purchaser under the contract and applicable deductions such as TDS etc if any will be deducted from the amount payable to the Training Agency.

14. Termination of Contract

The Training Agency association with the UPLC will terminate in case of following conditions:

- a) The term of Contract expires.
- b) Performance is below expected level
- c) Non-adherence to the timelines of the project.
- d) Quality of work is not satisfactory and not acceptable.

15. Termination for Insolvency, Dissolution etc.

The UPLC may at any time terminate the Contract by giving written notice to the Training Agency, if the Training Agency becomes bankrupt or otherwise insolvent or in case of dissolution of company or winding up of company. In this event termination will be without compensation to the Training Agency, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to the UPLC.

16. Limitation of Liability

Limitation of Liability towards the Training Agency shall not exceed the contract value.

17. Arbitration

- a) Any Dispute or Difference whatsoever arising between the parties to the Agreement or relating to the Objective, meaning, scope, operation or effect of the Agreement or validity of the breach thereof, which cannot be resolved through negotiation process, shall be referred to the sole Arbitrator. Principal Secretary (Law), GoUP shall be the Arbitrator to both the parties. The provisions of Arbitration & Conciliation Act, 1996 shall apply. The Arbitration shall be held in Lucknow, India
- b) Subject to the above, the courts at Lucknow only shall have jurisdiction in this matter.

18. Fraud and Corruption

Under the policy of "U.P. Electronics Corporation Limited" policy, the Bidder, if selected shall have to observe the highest standard of ethics during the selection and execution of such contracts. In pursuance of this policy, the UPLC:

- ❖ Defines, for the purposes of this provision, the terms set forth below as follows:
 - "Corrupt practice" means the offering, giving, receiving, or soliciting of anything of value to influence the action of a public official in the selection process or in contract execution; and
 - "Fraudulent practice" means a misrepresentation of facts in order to influence a selection process or the execution of a contract to the detriment of the "UPLC" and includes collusive practices amongst Training Agency (prior to or after submission of proposals), designed to establish prices at artificial, noncompetitive levels and to deprive the "UPLC" of the benefits of free and open competition.
- ❖ Will reject a proposal for award if it determines that the Training Agency recommended for award is/was engaged in corrupt / fraudulent / coercive activities in getting the contract in question;
- ❖ Will cancel the Training Agency contract if it at any time determines that its representatives are engaged in corrupt or fraudulent practices.
- ❖ Will declare a Training Agency ineligible, either indefinitely or for a stated period of time, to be awarded a "UPLC" contract if it at any time determines that the

Training Agency has engaged in corrupt or fraudulent practices in getting or executing the “UPLC” contract;

- ❖ Will have the right to have them audited by auditors appointed by the “UPLC”
- ❖ Will cancel the contract if at any stage it comes to know that the selected Training Agency has any relation with any of the members of Tender Evaluation Committee (TEC) or the decision making authorities.

SECTION VI - TECHNICAL PROPOSAL SUBMISSION FORM

TRAINING AGENCY GENERAL INFORMATION

S. No	Particulars	Description/Details	Reference Documents	Page No.
A	Name of Bidding company			
B	Contact Details			
	a. Address			
	b. Mobile/Telephone			
	c. Fax			
	d. email			
	e. Website			
C	Name of Managing Director / CEO			
D	Name, Designation & email of Authorized signatory			

Signature

In the capacity of

Duly authorized to sign proposal for and on behalf of

Date.....

Place.....

TEAM COMPOSITION AND TASK ASSIGNMENTS

Staff details:

S. No.	Name	Qualification	Position	Task

Project Experience Details

Assignment Name:		Country/State:
Location within the Country:		Professional Staff Provided by the Agency:
Name of Client:		No. of Staff:
Address:		
Start date (Month / Year):	Completion date (Month / Year):	Approx. Value of Services (INR):
Narrative description of project:		
Description of actual services provided by the staff:		

Notes:

- 1. Use separate sheet for each relevant Assignment.*
- 2. Exchange rate should be taken as Rs. 65 per US\$ for converting to Rupees.*
- 3. As a documentary evidence, attached a Copy of Work Order / Client Certificate / Agreement signed with the Client.*

Signature

In the capacity of

Duly authorized to sign proposal for and on behalf of

Date.....

Place.....

FORMAT OF CURRICULUM VITAE (CV) FOR KEY PROFESSIONAL STAFF

1.	Name				
2.	Proposed Position				
3.	Date of Birth				
4.	Years of experience				
5.	Nationality				
6.	Education				
	Degree (Specialization)	Institution		Year in which obtained	
7.	Other Professional certification or training				
8.	Languages & degree of proficiency				
9.	Countries of Work Experience				
10.	Employment record (Starting with present position, list in reversed order (Clearly distinguish your "employer" as an employee of the firm from a "client" for whom you have worked)				
	Employer	From	To	Position held and Description of duties	
11.	Detailed tasks handled (Domestic and International) :(Work undertaken that best illustrates capability to handle the work and tasks assigned)				
	Work Area	Tasks Handled	Project Details	Position Assigned	Start Year & Time spent
		(Exact duties rendered)	(Project name Organization Location)	(Project Manager / Team Leader/ Team Member / Expert)	
12.	Undertaking: I, the undersigned certify that to the best of my knowledge and belief, this bio data correctly describes the qualifications, and the experience of the proposed resource				
	Name & Signature (Authorized Representative)			Date of signing	

PROPOSAL SUBMISSION FORM
(ON BIDDERS LETTER HEAD)

To,
The Managing Director,
U.P. Electronics Corporation Limited,
10, Ashok Marg, Lucknow-226001

Ref: Submission of Proposal against Tender Reference No: UPLC/e-off/TA/2018)

Dear Sir,

Having examined the RFP document, we, the undersigned, herewith submit our response to your RFP reference No. **UPLC/e-off/TA/2018** for “**Selection of Agency for providing Training for E-Office Implementation in the state of Uttar Pradesh**” by the Uttar Pradesh Electronics Corporation Limited”, in full conformity with the said Tender document and our Technical proposal (Bid).

1. Our proposal shall be binding upon us subject to the modifications resulting from contract negotiations, up to expiration of the validity period of the proposal.
2. We would like to declare that we the Bidder (of this Tender) Company or any of its associated company/Firm/society or any entity do not have any with business interest association or link in any manner with the Tender Evaluation Committee members or its family members of his/hers associated this Tender. We know that such bids will not be considered.
3. We would like to declare that we are not involved in litigation with, and we are not under a declaration of ineligibility by, any Central/State/UT Government in India for corrupt or fraudulent practices.
4. **We hereby declare that we have not been blacklisted by any State/Central/UT Government Deptt/Organization/ Institution.**
5. **We declare that we have not been charged with any fraudulent activities by any Central/State/UT Government Deptt /Organization/Institution.**
6. We hereby certify that we have taken steps to ensure that no person acting for us or on our behalf will indulge in bribery or any prohibited acts and behavior and we shall be responsible for any such acts.
7. We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India namely “Prevention of Corruption Act, 1988.”
8. We understand that UPLC is not bound to accept any or all bids received in response to this Tender.
9. We agree to abide by all the terms and conditions mentioned in the Request for Proposal ((eBid Reference no.: **UPLC/e-off/TA/2018**) for selection of Training Agency against this tender.
10. We agree to abide by all the terms and conditions of the Tender and also all the terms and conditions of the Contract that will be issued by UPLC in case we are selected as Training Agency against this tender by the UPLC.

We remain,

Yours sincerely,

Authorized Signature:

Name and Title of Signatory: Seal of Bidder Company

FINANCIAL PROPOSAL SUBMISSION FORM (BOQ)

Ref: Submission of Proposal against your RFP Reference No. (***UPLC/e-off/TA/2018***) for “**Selection of Agency for providing Training for E-Office Implementation in the state of Uttar Pradesh**”

Our detailed financial proposal is as follows:

Name of Consultancy:		<i>Selection of Agency for providing Training for E-Office Implementation in the state of Uttar Pradesh</i>		
RFP Reference No:		UPLC/e-off/TA/2018		
S. No	Particulars	Basic Price (INR)	Applicable GST (@ presently 18%)	Total Inclusive GST (INR) Cost of
1	Services Fee for Provision of e-office training per participant			
Total Cost (In Numbers)				
Total Cost (In Words)				

* Separate Excel Sheet has been provided for submission of Financial Proposal Bid (BOQ) with the tender published on eTender Portal <https://etender.up.nic.in>.

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FORMAT OF PROFORMA OF BANK GUARANTEE TOWARDS PERFORMANCE SECURITY

PERFORMANCE GUARANTEE

Ref No

Bank Guarantee No

Dated :

IN consideration of the Governor of Uttar Pradesh (hereinafter called "the Government") having agreed; to exempt (hereinafter called "the said Contractor(s)") from the demand, under the terms and conditions of an Agreement, dated made between and for (hereinafter called "the said Agreement"), of security deposit for the due fulfillment by the said Contractor(s) of the terms and conditions contained in the said Agreement, on production of a Bank Guarantee for_Rs..... (Rupees only) we, (indicate name of the Bank) (hereinafter referred to as "the Bank") at the request /contractor(s)/, do hereby undertake to pay to the Government an amount not exceeding Rs. against any loss or damage caused to or suffered or would be caused to or suffered by the Government by reason of any breach by the said Contractor(s) of any of the terms or conditions contained in the said Agreement.

2. We (indicate name of the Bank) do hereby undertake to pay the amounts due and payable under this guarantee without any demur, merely on a demand from the Government stating that the amount claimed is due by way of loss or damage caused to or would be caused to or suffered by the Government by reason of breach by the said contractor(s) of any of the terms or conditions contained in the said Agreement or by reason of the contractor(s) failure to perform the said Agreement. Any such demand made on the bank shall be conclusive as regards the amount due and payable by the Bank under this guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs.
3. We undertake to pay to the Government any money so demanded notwithstanding any dispute or disputes raised by the contractor(s) supplier(s) in any suit or proceeding pending before any court or Tribunal relating thereto our liability under this present being absolute and unequivocal.

The payment so made by us under this bond shall be a valid discharge of our liability for payment there under and the contractor(s) supplier(s) shall have no claim against us for making such payment.

4. We, (indicate name of the Bank) further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said Agreement and that it shall continue to be enforceable till all the dues of the Government under or by virtue of the said agreement have been fully paid and its claims satisfied or discharged or filed office/ Department certifies that the terms and conditions of the said Agreement, have been fully and properly carried out by the said Contractor(s) and accordingly discharges this guarantee. Unless a demand or claim under this guarantee is made on us in writing on or before the

_____ we shall be discharged from all liability under this guarantee thereafter.

5. We, (indicate name of the Bank) further agree with the Government that the Government shall have the fullest liberty without our consent and without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said Agreement or to extend time of performance by the said contractor(s) from time to time or to postpone for any time or from time to time any of the powers

exercisable by the Government against the said Contractor(s) and to for bear or enforce any of the terms and conditions relating to the said agreement and we shall not be relieved from our liability by reason of any such variation or extension being granted to the said Contractor(s) or for any forbearance, act or commission on the part of the Government or any indulgence by the Government to the said Contractor(s) or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provisions, have effect of so relieving us.

6. This guarantee will not be discharged due to the change in the constitution of the Bank or the Contractor(s)/Supplier(s).
7. We, (indicate name of the Bank) lastly undertake not to revoke this
8. guarantee during its currency except with the previous consent of the Government in writing.

Dated the _____ day of _____
for _____
(Indicate the name of Bank).

Instructions for furnishing Bank Guarantee

1. The Bank Guarantee by Indian Bidders will be given on non-judicial stamp paper as per stamp duty applicable at the place from where the purchase Agreement has been placed. The non-judicial stamp paper should be in name of the issuing bank.
2. The expiry date as mentioned in the RFP (RFP Ref. No. _____) should be arrived at by adding 30 days to the Agreement completion date unless otherwise specified in the Bidding documents.

The Bank Guarantee by Indian Bidders will be given from Scheduled Bank only. The Foreign Bidders will give Bank Guarantees from an Indian Bank situated in that country.

FORMAT OF AGREEMENT

(To be executed on an **On Non Judicial Stamp Paper of Rs 100/-** by the successful Bidder)

This agreement is made thisday of2018 at Lucknow between M/s.....(name of the Training Agency selected through the bidding process against the RFP (RFP Ref. No.)) for **“Selection of Agency for providing Training for E-Office Implementation in the state of Uttar Pradesh”** referred to as the “First Party”, which expression shall include his heirs, executors and administrators/their successors and M/s U P Electronics Corporation Limited, 10, Ashok Marg, Lucknow (in short UPLC), referred to as the “Second Party”, through Managing Director, U P Electronics Corporation Limited, Lucknow, hereinafter include his successors and assignees.

That WHEREAS the First Party will provide consultancy services in accordance with all the terms and conditions contained in the Tender (RFP Ref. No.) and also the terms and conditions contained in the subsequent corrigendum and Work Order to be issued by the Second Party to First Party and the same shall be binding on the First Party and shall be the integral part of this agreement.

IN WITNESS THEREOF THE ABOVE MENTIONED PARTIES HAVE PUT THEIR SIGNATURES ON THIS.....DAY OFTWO THOUSAND AND EIGHTEEN.

Authorized Signatory of
“First Party”

Signature:
Name and Address:

Witness for “First Party”
Signature:
Name & Address

Authorized Signatory of
“Second Party”

Signature:
Name & Address:

Witness for “Second Party”
Signature:
Name & Address:

Modules and Topics of e-Office Training*

Day 1

S.No.	Topics
1.	Introduction and Need of eOffice
2.	eFiles – Modules/Options (The Interface)
3.	Receipts – Types(Physical & Electronic); Generation; Sending and Receiving; Browsing & Diarising Physical Receipt; Inbox; Email Diarisation; Created, Sent, Closed and Acknowledgement; Recovering from Recycle Bin
4.	Files – Inbox; Created; Parked; Closed; Sent; Conversions; Physical File; Electronic File; Create Part; Create Volume; Recovering from Recycle Bin
5.	Migrate File
6.	Dispatch
7.	DSC (Digital Signature Certificate)- DSC Registration
8.	Reports
9.	Settings – Preferences; Address Book; User Groups; Deactivate DSC; Transfer
10.	Search - Module Search; Advance Search
11.	Notification
12.	Closing-Reopening Process; Reminder Process; Transfer Process
	Total

Day 2

S.No.	Topics
1.	Revision of what was covered on Day 1(Quiz)
2.	Hands On Training
3.	Assessment and Feedback
	Total

***The above schedule/Content/Topics are tentative & shall be finalized by UPLC post contract signing.**